

Frequently Asked Questions

What's Livongo Healthy Living and Diabetes Prevention?

Healthy Living and Diabetes Prevention is Livongo's CDC-certified diabetes prevention program, also known as the Livongo Healthy Living and Diabetes Prevention program. It is a healthy lifestyle change program that helps you lose weight and prevent the onset of type 2 diabetes.

My doctor says I have prediabetes or am at risk of developing diabetes. Is Livongo a good fit for me?

Yes, Livongo supports individuals with prediabetes. Livongo Healthy Living and Diabetes Prevention is designed to support individuals who are at risk for developing type 2 diabetes.

My doctor never diagnosed me with prediabetes. Can I still see if I qualify?

Yes, based on the questions you answer while registering, you might qualify for Livongo.

I want to enroll in a weight management program, but Livongo recommended I start the Livongo Healthy Living and Diabetes Prevention program. How do I begin a weight management program?

A main part of the Livongo Healthy Living and Diabetes Prevention program is to help you manage your weight. You'll receive a smart scale that automatically tracks your weight-loss progress.

Is this really no additional cost for me?

Yes! Livongo is being offered at no cost to you. Shipping is included too. You are not billed anything for signing up for Livongo.

How do I join?

It's easy and takes only a few minutes! Visit **Healthy.Livongo.com/SOUTHDAKOTA/register**, answer a few easy questions about you and your health to register and find out which program(s) you

qualify for. Next, download the Livongo app and log in. You may also join by calling Livongo Member Support at **800-945-4355**.

When can I join?

More information on how to register is coming on July 1, 2022.

What happens after I join?

After you join, you will be shipped the Livongo Welcome Kit that includes the Livongo smart scale. You will also be asked to download the Livongo mobile app.

Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Livongo at **800-945-4355** or email help@livongo.com.

Is my information confidential?

Yes, you can view our full privacy statement by visiting **Content.Livongo.com/docs/privacy_practices.pdf**.

What kind of credentials does my Livongo coach carry?

Livongo coaches are trained Livongo Healthy Living and Diabetes Prevention program lifestyle coaches, as required by the CDC. All coaches are trained to focus on providing personalized support based on what our members need. Some are dietitians, registered nurses, behavioral psychologists and exercise physiologists.

How often will I receive communications from Livongo, and how can I adjust the frequency or opt out?

Frequency varies depending on the preferences you've set for your account. You can customize what out-of-range readings a Livongo coach should contact you regarding by logging in to your account at **My.Livongo.com** and clicking the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging in to your account and choosing "Notifications" in the drop-down menu located at the top right of the screen.

Visit Healthy.Livongo.com/SOUTHDAKOTA/register to get started.

Las comunicaciones del programa Livongo están disponibles en español. Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español, llame al 800-945-4355 o visite hola.livongo.com/SOUTHDAKOTA

The program is offered at no cost to employees and their covered spouse/dependents 18+ years old with prediabetic risk factors and coverage under the Wellmark Blue Cross and Blue Shield plan. Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. Blue Cross®, Blue Shield® and the Cross® and Shield® symbols are registered marks of the Blue Cross and Blue Shield Association, an Association of Independent Blue Cross and Blue Shield Plans. Wellmark® is a registered mark of Wellmark, Inc. Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc., ("Livongo") is an independent company providing diabetes prevention and diabetes management services to Wellmark customers.